

Complete Summary

TITLE

HIV ambulatory care satisfaction: percentage of HIV positive adult patients who reported how often the written materials about their plan and its benefits were difficult to understand.

SOURCE(S)

New York State Department of Health AIDS Institute. Patient satisfaction survey for HIV ambulatory care (PSS-HIV). Albany (NY): New York State Department of Health AIDS Institute; 2002 Mar. 54 p.

Measure Domain

PRIMARY MEASURE DOMAIN

Patient Experience

The validity of measures depends on how they are built. By examining the key building blocks of a measure, you can assess its validity for your purpose. For more information, visit the [Measure Validity](#) page.

SECONDARY MEASURE DOMAIN

Does not apply to this measure

Brief Abstract

DESCRIPTION

This measure is used to assess the percentage of HIV positive adult patients who reported how often the written materials about their plan and its benefits were difficult to understand.

This measure is part of the Patient Satisfaction Survey for HIV Ambulatory Care (PSS-HIV) -- Medicaid Managed Care module.

RATIONALE

Patient satisfaction has recently emerged as an important measure of the quality of health care delivery, right alongside the more traditional health status measurements and quality of life indicators. This is based largely on the discovery

that patients with higher satisfaction levels often make important behavioral changes, including:

- Maintaining more stable relationships with health care providers
- Complying more closely with medical advice and treatment
- Keeping appointments

Patients with higher satisfaction levels may also have improved health outcomes.

Many HIV providers have been measuring patient satisfaction at their HIV programs for some time. Others are just beginning. Measuring patient satisfaction will help to:

- Strengthen communication and build relations with patients
- Assess the strengths and weaknesses of HIV programs from the patients' perspective
- Focus the quality improvement efforts
- Create baseline data against which to measure changes in patient satisfaction

Taken together, these outcomes represent key opportunities to make and monitor the changes required to achieve some important goals: improving patient satisfaction and improving care overall.

PRIMARY CLINICAL COMPONENT

HIV; ambulatory care; Medicaid managed care plan; patient satisfaction

DENOMINATOR DESCRIPTION

HIV positive adult patients 18 years of age and older continuously enrolled in a Medicaid managed care plan in the last 12 months and completed the survey

NUMERATOR DESCRIPTION

The number of patients who indicated "All of the time," "Most times," "Sometimes," "Rarely," "Never," or "Does Not Apply" to the item, "The written materials about my plan and its benefits were difficult to understand."

Evidence Supporting the Measure

EVIDENCE SUPPORTING THE CRITERION OF QUALITY

- A formal consensus procedure involving experts in relevant clinical, methodological, and organizational sciences
- Focus groups
- One or more research studies published in a National Library of Medicine (NLM) indexed, peer-reviewed journal

Evidence Supporting Need for the Measure

NEED FOR THE MEASURE

Unspecified

State of Use of the Measure

STATE OF USE

Current routine use

CURRENT USE

Internal quality improvement

Application of Measure in its Current Use

CARE SETTING

Managed Care Plans

PROFESSIONALS RESPONSIBLE FOR HEALTH CARE

Measure is not provider specific

LOWEST LEVEL OF HEALTH CARE DELIVERY ADDRESSED

Single Health Care Delivery Organizations

TARGET POPULATION AGE

Age greater than or equal to 18 years

TARGET POPULATION GENDER

Either male or female

STRATIFICATION BY VULNERABLE POPULATIONS

Unspecified

Characteristics of the Primary Clinical Component

INCIDENCE/PREVALENCE

Unspecified

ASSOCIATION WITH VULNERABLE POPULATIONS

Unspecified

BURDEN OF ILLNESS

Unspecified

UTILIZATION

Unspecified

COSTS

Unspecified

Institute of Medicine National Healthcare Quality Report Categories

IOM CARE NEED

Living with Illness

IOM DOMAIN

Patient-centeredness

Data Collection for the Measure

CASE FINDING

Users of care only

DESCRIPTION OF CASE FINDING

HIV positive adult patients 18 years of age and older continuously enrolled in a Medicaid managed care plan in the last 12 months and completed the survey

DENOMINATOR SAMPLING FRAME

Patients associated with provider

DENOMINATOR INCLUSIONS/EXCLUSIONS

Inclusions

HIV positive adult patients 18 years of age and older continuously enrolled in a Medicaid managed care plan in the last 12 months and completed the survey

Exclusions

Unspecified

RELATIONSHIP OF DENOMINATOR TO NUMERATOR

All cases in the denominator are equally eligible to appear in the numerator

DENOMINATOR (INDEX) EVENT

Clinical Condition
Patient Characteristic

DENOMINATOR TIME WINDOW

Time window is a fixed period of time

NUMERATOR INCLUSIONS/EXCLUSIONS

Inclusions

The number of patients who indicated "All of the time," "Most times," "Sometimes," "Rarely," "Never," or "Does Not Apply" to the item, "The written materials about my plan and its benefits were difficult to understand."

Exclusions

Unspecified

MEASURE RESULTS UNDER CONTROL OF HEALTH CARE PROFESSIONALS, ORGANIZATIONS AND/OR POLICYMAKERS

The measure results are somewhat or substantially under the control of the health care professionals, organizations and/or policymakers to whom the measure applies.

NUMERATOR TIME WINDOW

Fixed time period

DATA SOURCE

Patient survey

LEVEL OF DETERMINATION OF QUALITY

Not Individual Case

PRE-EXISTING INSTRUMENT USED

Unspecified

Computation of the Measure

SCORING

Frequency Distribution

INTERPRETATION OF SCORE

Unspecified

ALLOWANCE FOR PATIENT FACTORS

Unspecified

STANDARD OF COMPARISON

Internal time comparison

Evaluation of Measure Properties

EXTENT OF MEASURE TESTING

The development of this survey included feedback from multiple focus groups with HIV-positive patients and their providers and participating HIV programs for field-testing across New York State.

EVIDENCE FOR RELIABILITY/VALIDITY TESTING

New York State Department of Health AIDS Institute. Patient satisfaction survey for HIV ambulatory care (PSS-HIV). Albany (NY): New York State Department of Health AIDS Institute; 2002 Mar. 54 p.

Identifying Information

ORIGINAL TITLE

The written materials about my plan and its benefits were difficult to understand.

MEASURE COLLECTION

[Patient Satisfaction Survey for HIV Ambulatory Care](#)

MEASURE SET NAME

[Medicaid Managed Care Module](#)

DEVELOPER

New York State Department of Health AIDS Institute

ADAPTATION

Measure was not adapted from another source.

RELEASE DATE

2002 Mar

MEASURE STATUS

This is the current release of the measure.

SOURCE(S)

New York State Department of Health AIDS Institute. Patient satisfaction survey for HIV ambulatory care (PSS-HIV). Albany (NY): New York State Department of Health AIDS Institute; 2002 Mar. 54 p.

MEASURE AVAILABILITY

The individual measure, "The written materials about my plan and its benefits were difficult to understand," is published in the "Patient Satisfaction Survey for HIV Ambulatory Care (PSS-HIV)." This document is available in Portable Document Format (PDF) from the [New York State Department of Health AIDS Institute Web site](#).

COMPANION DOCUMENTS

The following are available:

- Psych Research. Summaries of focus groups and key information interviews for the HIV Patient Satisfaction Questionnaire Development Project (New York EMA phase). Albany (NY): New York State Department of Health; 2002 Feb. 66 p. This document is available in Portable Document Format (PDF) form the [New York State Department of Health AIDS Institute Web site](#).
- Psych Research. Literature review for the design and validation of a patient satisfaction survey for HIV+ clients in ambulatory care settings. Albany (NY): New York State Department of Health; 2002 Jan. 41 p. This document is available in PDF form the [New York State Department of Health AIDS Institute Web site](#).
- New York State Department of Health AIDS Institute. PSS-HIV5: Access database. In: Patient satisfaction survey for HIV ambulatory care (PSS-HIV) [internet]. Albany (NY): New York State Department of Health AIDS Institute; 2002 Oct [cited 2006 Jan 18]. [various p]. This database is available from the [New York State Department of Health AIDS Institute Web site](#).

NQMC STATUS

This NQMC summary was completed by ECRI on March 28, 2006. The information was not verified by the measure developer.

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The logo for FIRSTGOV, with "FIRST" in blue and "GOV" in red, and a small red star above the "I".

